

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (currently amended) A system for processing a product concern, the system comprising:

a service station having a first computer and a removable integrated digital camera and scanner unit for capturing digital information including one or more photographs and identifying indicia related to the product concern wherein the captured digital information is automatically transmitted from the integrated digital camera and scanner unit to the first computer upon placing the integrated digital camera and scanner unit in electrical communication with the first computer within the service station, the first computer being configured to generate a claim approval request screen for receiving and displaying the digital information and identifying indicia related to the product concern;

a reviewer station having a second computer for receiving the captured digital information from the service station and for determining how to address the product concern; and

a communication port for connecting the first computer at the service station with the second computer at the reviewer station for transmitting information related to the product concern including the captured digital information.

2.-3. (canceled)

4. (currently amended) The system of claim 1 wherein the at least one identifying indicia is a vehicle identification number; and

the claim approval request screen for receiving and displaying the identifying indicia includes a dialog portion for carrying on a dialog with the second computer.

5. (previously presented) The system of claim 1 wherein the at least one identifying indicia is watermarked onto the one or more photographs.

6. (canceled)

7. (previously presented) The system of claim 1 wherein the service station comprises a housing having a base and a base cover.

8. (previously presented) The system of claim 7 wherein the base comprises a first recessed portion for receiving a computer.

9. (previously presented) The system of claim 8 wherein the base further comprises a second recessed portion for receiving the integrated digital camera and scanner unit.

10. (previously presented) The system of claim 9 wherein the second recessed portion further comprises a plurality of terminals for contacting a plurality of terminals on the integrated digital camera and scanner unit.

11. (previously presented) The system of claim 10 wherein the plurality of terminals comprises a first set of terminals for communication with a first set of terminals for charging the integrated digital camera and scanner unit.

12. (previously presented) The system of claim 11 wherein the plurality of terminals further comprises a second set of terminals for communication with a second set of camera terminals for transmitting data between the integrated digital camera and scanner unit and the first computer.

13. (previously presented) The system of claim 1 wherein the service station comprises a power supply for providing electrical power to the integrated digital camera and scanner unit.

14. (previously presented) The system of claim 1 wherein the service station comprises a battery charger for charging a battery included in the integrated digital camera and scanner unit for providing electrical power to same.

15.-37. (canceled)

38. (previously presented) The system of claim 1 wherein the product concern involves a warranty concern relating to a vehicle.

39. (canceled)

40. (currently amended) A system for evaluating a vehicle warranty concern during a real-time communication session, the system comprising:

a first computer device for receiving information relating to a vehicle warranty concern, the first computer being configured to generate a claim approval request screen for receiving and displaying digital information and identifying indicia related to the vehicle warranty concern;

an integrated digital camera and vehicle identification device for capturing at least one image and an identification for the vehicle, respectively relating to the vehicle warranty concern; and

a second computer device for receiving the information, the at least one image and the identifier via a communication network for evaluation of the vehicle warranty concern during a real-time communication session.

41. (canceled)

42. (currently amended) The system of claim 40 wherein the identification for the vehicle is a vehicle identification number; and

the claim approval request screen for receiving and displaying the identifying indicia includes a dialog portion for carrying on a dialog with the second computer.

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43. (previously presented) The system of claim 40 wherein the identification device is a barcode scanner.

44. (previously presented) The system of claim 40 wherein the identification for the vehicle is watermarked onto the at least one image.

45. (previously presented) The system of claim 40 wherein communication between one or more of the devices is via one or more cables.

46.-50. (canceled)